

Vacancy Announcement #00-277 GS/cs

VACANCY ANNOUNCEMENT

POSITION: Program Analyst, GS-343-11/12
(Customer Service Specialist)

LOCATION: Bureau of Alcohol, Tobacco and Firearms
Assistant Director, Alcohol and Tobacco
Revenue Division
National Revenue Center
Cincinnati, OH

OPENING DATE: July 27, 2000 **CLOSING DATE:** August 23, 2000

**AREA OF
CONSIDERATION:** Bureau wide

DUTIES: Receives, investigates, resolves, and replies to customer complaints. Analyzes the cause of recurring customer complaints, and recommends alternative solutions to management. Maintains records of all customer contacts, and produces summary data reports. Plans, develops, and conducts surveys on a variety of issues to solicit feedback from customers. Analyzes study findings, identifies problem areas, and makes recommendations for problem resolution and improved operations/services. Develops measurement systems to monitor and identify problem areas and areas where improvement has occurred. When proposed program or procedural changes are made, analyzes the potential impact on customers and makes recommendations for changes to avoid negative customer reactions. Attends meetings in order to represent the customers' viewpoint to management and management's viewpoint to the customers. Makes recommendations for the continuous improvement of the Customer Service Representative Program. Assists management in defining performance measures, develops internal measurement systems, collects the required data, and produces summary reports.

QUALIFICATION REQUIREMENTS: Applicants must have one year of specialized experience equivalent to the GS-9 (for GS-11) and GS-11 (for GS-12). For the GS-11, a related doctoral degree or three years of related graduate education leading to such a degree may substitute for the experience. A combination of education and experience may also qualify for the GS-11 level. Applicants must meet the qualification requirements within 30 days of the closing date of this announcement.

Specialized Experience is program analysis experience.

EVALUATION METHODS: Applicants will be evaluated on relevant experience; college level education; training and self-development within the past five years; quality step increase, sustained superior performance, special act, and suggestion awards; and the performance appraisal.

SUPPLEMENTAL EXPERIENCE STATEMENT

On separate sheets of paper, describe your work experience, training, awards, volunteer experience or hobbies as they relate to each of the factors listed below. Provide detailed evidence of each of the factors and show where, how and when they were used. Include clear, concise examples that show level of accomplishments and degree of responsibility.

1. Ability to gather and analyze data, draw conclusions, analyze results, identify opportunities for improvement, and provide management with recommendations. This includes an ability to use a wide range of qualitative and quantitative analytical and evaluative methods and techniques.
2. Knowledge of the Bureau's policies and procedures and Federal laws and regulations applicable to the Bureau.
3. Ability to communicate in person in order to explain laws, regulations, policies, procedures and other data and to interview, listen, and negotiate in order to resolve customer complaints.
4. Ability to communicate in writing in order to explain laws, regulations, policies, procedures, and other data and prepare reports and surveys.
5. Knowledge of customer service principles and practices, including alternative methods of obtaining customer feedback, survey methodologies, and focus group methodologies.

GENERAL INFORMATION

1. Applications will not be returned.
2. All applicants will be notified by the Personnel Division upon completion of the selection process.
3. Applications must be received by the closing date of this announcement.
4. This position has promotion potential to GS-12 provided the qualification requirements are met and the supervisor recommends promotion. Time-in-grade alone will not serve as the basis for promotion.
5. ATF provides reasonable accommodations to applicants with disabilities on a case-by-case basis. If you need a reasonable accommodation for any part of the application and hiring process, please contact us at the phone number listed below.

HOW TO APPLY

Candidates must submit a written application or resume.

Your application must contain the following information:

1. Title, series, grade and vacancy announcement number for which you wish to be considered.
2. Full name, social security number and mailing address.
3. Daytime and evening telephone numbers.
4. For experience most relevant to this position: name of employer, dates of employment, job title, grade (if applicable), and a description of duties and responsibilities.
5. Average hours worked in each position per week.
6. Name and location of high school and college and dates attended.
7. Type of degree, if any, date received, GPA, and major/minor field of study.
8. Clear identification of U.S. citizenship.

Applicants should submit the following:

1. Written response to the supplemental experience statement.
2. Current performance appraisal.
3. SF-50 reflecting competitive status.
4. Training and self-development within the past five years (courses, training sessions or seminars). Provide month/year, title and length of classes.
5. Description and date of awards.
6. Applicant Response Form.

CTAP: Individuals who have special priority selection rights under the Agency Career Transition Assistance Program (CTAP) must be well qualified for the position to receive consideration for special priority selection. Employees seeking CTAP eligibility must submit proof that they meet the requirements of 5 CFR 330.605 (a). This includes copies of the agency notice, their most recent

performance rating, and their most recent SF-50 noting current position, grade level, and duty location. Well qualified means that the applicant meets the cut off score in the rating process.

SEND COMPLETED APPLICATION TO:

Bureau of Alcohol, Tobacco and Firearms
Office of Management/Personnel Division
Room 4170
650 Massachusetts Ave., NW
Attn: Merit Promotion Branch
Washington, DC 20226
(202) 927- 8610
TDD: (202) 927-7964

AN EQUAL OPPORTUNITY EMPLOYER

All applicants will receive consideration regardless of race, color, sex, age, national origin, politics, marital status, sexual orientation, religion, or any other nonmerit factor.